



# Performance Dashboard

## ON TIME

April 15 – 19, 2013

**98.02%**

Delivery before bell

**96.38%**

Delivery 35 - 5 min before bell

**93.41%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

April 15 – 19, 2013

Avg. Call Duration **1:07 min**

Avg. Call Wait Time **1:03 min**

# Calls Answered **1090**

% Calls Answered **89.4%**

Parent Resource Center

## SAFE

March 2013

**2.9**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of April 1, 2013

**7.7 years**

Average age of fleet

## EFFICIENT

April 15 – 19, 2013

**100%**

Routing changes  
implemented within 3 days